

# **COTS BUSINESS PROCESS REENGINEERING WORKGROUP MINUTES**

**September 6, 2005**

**Department of Taxation Conference Room  
2220 West Broad Street  
3:30 PM**

## **ATTENDANCE**

### **Members:**

Farley Beaton Tax (Chair); Dave Burhop DMV (Co-chair); Rodney Willett North Highland; Vickie Gephardt VSP

### **Members Absent:**

Jan Fatouros DGS; Virgil Kopf DGIF; Harry Sutton DSS

### **Member Representatives**

None

### **Staff:**

Diane Wresinski for Paul Lubic

### **Guests:**

Chris Doss; Ben Lewis; Dave Pendergrass; Fred Taylor

## **WELCOME AND OPENING REMARKS:**

Farley Beaton convened the meeting of the COTS Business Process Reengineering Workgroup at 3:30 PM.

## **APPROVAL OF MINUTES:**

The minutes of the June 9, 2005 meeting were reviewed. Rod Willett moved that they be approved and Dave Burhop seconded the motion. They were approved by a unanimous vote.

### **Web-based Survey:**

Farley Beaton led a discussion of using a Web-based survey to gather information on how difficult or how easy it is for our customers to deal with state government. The discussion centered on the survey approach and tools to be used as follows:

- Farley reviewed the purpose of the survey which is to identify what citizens believe work well in the state government processes, and what they believe doesn't work well.
- The survey is aimed at veteran internet savvy web users.

- Draft format and questions of survey were reviewed and refinements were made to bring greater clarity.
- Elements of the group charter were reviewed for group goals and purpose.
- Diane made the point that specifically focusing on right vs. wrong may lose site of the big picture.
- References were made to various channels for greatest survey exposure.
- Focus groups for pilot studies should be considered.
- The availability of data at other agencies is available for study.
- Diane recommended we contact VCU to see what survey resources are available in return for a study VCU could use.
  - access to students
  - grant money
  - methods

### **Action Items**

Farley and Dave will meet with Paul Lubic to discuss ideas brought forth in the meeting.

### **AJOURNMENT**

Farley Beaton adjourned the meeting.

### **Meeting Schedule:**

The next workgroup meeting will be September 27, 2005 at 3:00 PM at the Tax Department 2220 West Broad Street location.